

CIO Objectives

February 1, 2006 to January 31, 2007

Objective A: Lead the VITA Transformation

1. Restructure the organization and key business processes to position VITA to become a successful Commonwealth wide IT service organization by June, 2006.
2. Implement a change management program for the partnership by July, 2006 and agency-wide by October, 2006.
3. Develop the implementation plan for the new statewide integrated telecommunications network by January, 2007.
4. Publish a conventional business plan with NG and commercial alliances to double revenue over the term of the partnership by January, 2007.
5. Develop a customer satisfaction improvement plan of action by May, 2006.
6. Develop and implement a communications plan for all constituents by July, 2006.
7. Survey customers to validate improved satisfaction trend by January, 2007.
8. By January, 2007, increase number of public bodies utilizing VITA products/services by 5% over the previous 12 month period.
9. Develop a public facing dashboard to share VITA measurements by August, 2006.

Objective B: Invest in Our Employees and Community

1. Expand the employee rewards and recognition program to include additional formal recognition as well as informal and day to day recognition by September, 2006.
2. Increase VITA direct and indirect Small, Women-Owned and Minority (SWAM) business spending to \$13.4 million for fiscal year 2006, from \$11.3 million spent in fiscal year 2005.
3. Increase process efficiency in state government through the implementation of the SMSA system throughout executive branch agencies, enhance subcontract and contractor performance through measured service levels and increased SWAM business.
4. Implement a cooperative partnership program for active participation in at least three community programs.

Objective C: Implement a Sustainable Financial Model

1. By July 2006, implement a Memorandum of Understanding service fee structure for non-labor expenses.
2. Implement rates for any new & additional partnership services by January, 2007.
3. Operate within approved VITA budgets.
4. Achieve partnership financial milestones as approved by the ITIB.

Objective D: Increase Emergency Services, Public Safety, and Citizen Service Programs Support

1. Consolidate the GIS and E-911 division locality-focused initiatives, leveraging resources and implementing common goals by July, 2006.
2. By January, 2007, develop for approval the rates for the Virginia Base Mapping Program (VBMP) and other GIS services ensuring that the VBMP is a self sustainable solution.
3. Complete statewide update of VBMP orthophotography, with product distribution to agencies and localities beginning in December, 2006 and concluding in April, 2007.
4. In collaboration with the Wireless E-911 Services Board, facilitate the 100% deployment of E-911 Wireless to all public safety answering points (PSAPs) in the Commonwealth by December, 2006.

Objective E: Mature VITA Enterprise IT Management Programs

1. Publish the 2007-2011 Commonwealth of Virginia Strategic Technology Plan by June, 2006.
2. By December, 2006, provide value added IT Investment Management that allows all Executive Branch Agencies to more effectively apply resources to IT investments.
3. By December, 2006, implement the first phase of a Commonwealth IT Investment Portfolio Application.
4. Issue Commonwealth Enterprise Standards for Information Security and Database and Data Communications Audits by June 30, 2006. Distribute templates and guidance for Security Standards compliance by January, 2007.
5. By July, 2006, implement the new Project Management Division and Enterprise Security Division rate structures.

Objective F: Realize Initial Partnership Benefits

1. Establish a Partnership Service Management Organization, develop comprehensive implementation plans, obtain approval from the ITIB and initiate service commencement by July, 2006.
2. Implement the employee transition plan for transfer of personnel to Northrup Grumman with timely, complete and accurate information to in-scope employees meeting the deadlines in the transition plan.
3. Ensure no major disruptions (defined as < 500 customers) to service.
4. Meet or exceed currently published and tracked Service Level Agreements.
5. Break ground on new facilities by October, 2006.